Newsflash for
SAP User Groups

Dear SAP User Groups,

Welcome to our SAP User Groups Newsflash! It is designed to keep SAP User Groups up-to-date on current offerings and services such as hands-on workshops, latest news from service and support, and influencing initiatives.
Please feel free to share the Newsflash with your User Group members.

Your Global SAP User Groups Organization

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SAP User Group Specific Offerings

1. **Hands-On Workshops**

On June 4th, the **SAP Netherlands User Group** (VNSG) successfully hosted an SAP S/4HANA overview workshop. The workshop was very well received by the audience with more than 25 participants who expressed a strong interest in the upcoming SAP S/4HANA Deep Dives workshop. During this workshop, attendees will go through the details of SAP S/4HANA implementation with the help of real-life examples.

Discover the Workshop concepts

2. **SAP BW/4HANA Webinar eBook**

Discover the SAP BW/4HANA webinar eBook and learn more about the road map, key capabilities and integration aspects of the enterprise data warehouse solution.

Read more

SAP S/4HANA

3. **SAP S/4HANA Movement Program**

    The **SAP S/4HANA Movement Program** helps SAP customers manage their journey to SAP S/4HANA efficiently. Discover the latest assets, providing clear guidance and support as you begin designing your move to SAP S/4HANA.

    SAP Technical Brief   **Whitepaper**

4. **SAP S/4HANA Guide**

    Discover the updated SAP S/4HANA Guide for User Groups in order to learn about the assets suitable for your business needs. In addition, feel free to check the upcoming webinar series to find out more about the usage and the content of SAP Transition Road Maps.

    SAP S/4HANA Guide   **Transition Road Map Webinars**

5. **Tailored Recommendations for SAP S/4HANA Customers Now Available – SAP Pathfinder for SAP S/4HANA**

    The new SAP Innovation and Optimization Pathfinder for SAP S/4HANA has been launched based on the well-established SAP Pathfinder for ERP. Customers running SAP S/4HANA can leverage this service to develop and sharpen their innovation roadmap in SAP S/4HANA. It recommends the most valuable innovations and steps for short-term and mid-term optimization and thus helps to achieve the most value from their installation of SAP S/4HANA.

    Read more

Value of Support

6. **Update of the Support Backbone – Customer Action Required!**

    The SAP Support Backbone has been updated. Customers need to switch to the new infrastructure before the end of 2019 to ensure continuous connectivity. This includes updating SAP Solution Manager to SP Stack 8 as well as every other SAP system that has a direct connectivity to Support Backbone. For more information, check out the latest **webinar** on this topic.

    Read more   **Watch the Video**

7. Next-Generation SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps is an empowerment and support program that provides the customers with the necessary tools and services to identify the most suitable technology to meet their business needs. By using SAP Learning Hub as a delivery platform, the program makes it easier than ever to collaborate with peers, gain direct access to experts and fill in the skill gaps. Such value maps are available for a wide range of topics, including SAP S/4HANA, SAP C/4HANA, SAP SuccessFactors and etc.

Read more   Watch the Video

8. SAP Component and Expert Area Predictor Services are Now Available within SAP ONE Support Launchpad

Creating incidents and finding the right experts within SAP ONE Support Launchpad has now become easier. With the help of Artificial Intelligence technology, you are provided with suggestions while selecting the desired component or searching the expert for your next session. This feature results in time savings and makes SAP Next-Generation Support more effortless and intuitive.

Component Predictor   Expert Area Predictor

9. Digital Access Evaluation Service

Learn more about the free-of-charge **Digital Access Evaluation Service** in order to find out if SAP Digital Access is the right license model for your organization's SAP ERP or SAP S/4HANA installation. The service is designed to identify the estimated initial amount of Digital Access documents and serves as baseline for the Digital Access Adoption Program.

Read more

10. Schedule an Expert Now Available for Low- and Medium-Priority Incidents

The last year introduced "Schedule an Expert" support offering for high-priority incidents has now been extended for low- and medium-priority incidents as well. Check out the **guiding presentation** and learn how to benefit from this offering by scheduling a live session with a support engineer.

Read more

11. SAP for Me – TRY-ME Environment Now Available!

Have you heard of the new central digital entry point SAP for Me, but have no S-User yet to check it out? We have prepared a TRY-ME environment for you, to get an idea of what SAP for Me can provide (based on mockup data). You will also have the opportunity to learn more about SAP for Me in our **upcoming webinar** on July 02.

Read more

12. Ask an Expert Peer Launches as an Official Channel for SAP SuccessFactors Solutions

Ask an Expert Peer is now an official and permanent channel of the Next-Generation Support approach. The feature trial phase of Ask an Expert Peer has successfully completed and the first wave to roll out Ask an Expert Peer as a new channel has started on June 17th, 2019 to all SAP SuccessFactors Solutions. While we are focusing on a controlled roll out in waves, Ask an Expert Peer is temporarily disabled for other products.

Read more

13. Enterprise Support Academy

Check out the upcoming scheduled offerings and new webinar replays. As a special offering, we have sessions available in Chinese (ZH) and Japanese (APJ). Just select your region below.

APJ   EMEA   LA   NA   ZH

Events

14. Highlights from Saphila 2019 Conference

Saphila, the biennial conference for SAP users to connect and share knowledge, took place on June 10th-11th this year. This conference provides a unique chance to collaborate with first-class peers and experts, including CEOs, CIOs, SAP Senior Executives and end users. The topics discussed included **Predictive Customer Support**, **Intelligent Enterprise** and others.

Read more   Saphila 2019

Influencing

15. SAP Customer Connection

Discover the current improvement opportunity of Student Lifecycle Management.

Student Lifecycle Management (open until July 31st, 2019)